

Referral for an Employment Services Assessment Guidelines

V2.1

# Table of Contents

[Table of Contents 2](#_Toc386108326)

[Document Change History: 3](#_Toc386108327)

[ESAt Introduction 4](#_Toc386108328)

[Eligibility for Disability Employment Services (DES) 4](#_Toc386108329)

[Employment Services Assessment Background 4](#_Toc386108330)

[Referral of Participants for an ESAt by DES providers 6](#_Toc386108331)

[DES Participant with a deferred referral from Human Services 6](#_Toc386108332)

[Participants who Directly Register for assistance 6](#_Toc386108333)

[Change of Circumstances Reassessment 6](#_Toc386108334)

[Programme Review 7](#_Toc386108335)

[Supporting medical evidence 7](#_Toc386108336)

[Providing medical evidence to human services 8](#_Toc386108337)

[Making the appointment 9](#_Toc386108338)

[Escalation Procedures for Unavailability of ESAt appointments 9](#_Toc386108339)

[Informing the Participant of the appointments 10](#_Toc386108340)

[The consequences of not attending the appointment 11](#_Toc386108341)

[Minimising unnecessary ESAt referrals 11](#_Toc386108342)

[Cancelling an ESAt referral 11](#_Toc386108343)

[Monitoring progress of an ESAt 11](#_Toc386108344)

[Servicing a Participant while waiting for the outcome of an ESAt 11](#_Toc386108345)

[Submitting the ESAt Report 11](#_Toc386108346)

[Action taken on ESAt Outcome 12](#_Toc386108347)

[Request for review of an ESAt recommended referral (‘Disputed Assessment’) 13](#_Toc386108348)

[Participants who are assessed with a Partial Capacity to Work or a Temporary Reduced Work Capacity 14](#_Toc386108349)

[Providing copies of the ESAt/JCA Report 14](#_Toc386108350)

[Special Participant groups 15](#_Toc386108351)

[Disability Support Pension (DSP) Recipients 15](#_Toc386108352)

[Disability Employment Services Flow Chart—Referral to an Employment Services Assessment 16](#_Toc386108354)

[Text Version of Flow Chart: Referral for an Employment Services Assessment 17](#_Toc386108355)

[Disability Employment Services Deed 2012-2015 Clauses 18](#_Toc386108356)

[Reference documents relevant to these Guidelines 18](#_Toc386108357)

# Document Change History:

| Version | Start Date | Effective Date | End Date | Change & Location |
| --- | --- | --- | --- | --- |
| 2.1 | 12 Sept 2015 | 12 Sept 2015 |  | **Update of terminology.** |
| 2.0 | 1 June | 25 July 2014 | 11 Sept 2015 | **Formatting: Amendments to formatting (pp 1-14).****Narrative: In line with the Government’s deregulation agenda, a number of previous fact sheets, job aids and existing guidelines have been condensed to provide a further streamlining of the guidelines. Amendment to text to reflect Machinery of Government changes. Amendments to formatting for accessibility.** |
| 1.5 | 14 Jun 13 | 1 Jul 13 |  | **Remove references to DES Participants in remote ESAs due to introduction of RJCP on 1 July 2013.** |
| 1.4 | 1 Oct 12 | 1 Oct 12 |  | **Formatting:** Amendments to formatting (pp1-27).**Narrative:** Repositioning of information, incorporated information from FAQs into the main sections and deleted FAQs where information is already included in the main sections (pp1-27). New information on assisting remote Participants (p8). New Text version of Flow Chart (p12-13). Clarification on what information to provide to a Participant when making a referral to an ESAt (pp20-22). New FAQs (pp 26-27). Removal of Participants in crisis, experiencing domestic violence and mental health issues. |
| 1.3 | 21 Jun 12 | 1 Jul 12 | 30 Sep 12 | **Formatting:** Amendments to formatting (pp1–24).**Narrative:** Changed Centrelink references to Department of Human Services (pp1-24). Addition of ESAt outcomes (p5). Addition of information of DSP recipients (p7). Changes to process for referring Participants that disclose domestic violence etc (p8, p21). Clarification of ESAt and medical evidence requirements (pp6-7, pp13-14, pp20-21). Updating information on referral reasons for an ESAt (pp14).  |
| 1.2 | 22 Dec 11 | 3 Jan 12 | 1 July 12 | **Narrative:** Amendments to text to reflect the introduction of Employment Services Assessments from 1 July 2011. Inclusion of Participant who discloses domestic violence, family grief or trauma (p11) Participants in crisis (p11), Participants with mental health issues (p11), |
| 1.1 | 23 Mar 10 | 23 Mar 10 | 3 Jan 12 | **Narrative:** Name of JCA referral reason for DSP volunteers updated (p 7 - Section 1a).**Policy:** Removal of reference to disputed JCA flag (p 12 – Section 10). |
| 1.0 | 15 Jan 10 | 01 Mar 10 | 23 Mar 10 | Original version of document |

# ESAt Introduction

## Policy Intent

An ESAt is an assessment used to identify a Participant’s vocational and non-vocational barriers to finding and maintaining employment, their work capacity and ongoing support needs. The ESAt recommends the most appropriate employment services assistance for the Participant and can also identify interventions that may help them overcome their identified barriers.

An ESAt is generally conducted in a face-to-face interview [[1]](#footnote-1) undertaken by a Department of Human Services (Human Services) Assessor (Assessor)—who may be a nurse, physiotherapist, psychologist, occupational therapist or other qualified health or allied health professional.

There are two types of ESAts:

* A Medical Condition ESAt—an Assessment of the Participant’s circumstances to determine work capacity and the most appropriate employment service, where one or more medical conditions are identified.
* A Non-Medical Condition ESAt—an Assessment of the Participant’s circumstances to determine the most appropriate employment service, where no medical conditions are identified. A Non–Medical Condition ESAt is normally less complex than a Medical Condition ESAt.

An ESAt assesses the Participant’s work capacity in the following bandwidths: 0–7 hours per week, 8–14 hours per week, 15–22 hours per week, 23–29 hours per week and 30 or more hours per week.

The Assessor may suggest suitable types of employment and interventions that are most appropriate to meet the Participant’s needs. The report prepared by the Assessor is available on ESS to be viewed by the DES Provider and should be used to develop the suite of services to meet the Participant’s needs.

**Note:**

1. **ESAts/JCAs are not diagnostic Assessments**[[2]](#footnote-2) and the submitted report is based on the Assessor’s consideration of medical or other evidence, their discussion with the customer, their observations and conclusions and, most importantly, the justification for the assignment of work capacity hour bandwidths and referral action.
2. An ESAt can also determine if the potential Participant would benefit by participating in jobactive, DES, a complimentary service including Australian Disability Enterprises (ADE), a State Government or community sector programme or activity—or if they are unable to benefit from any form of employment services assistance.
3. From 1 July 2011, a JCA has only been used for DSP eligibility purposes. Where a DSP recipient has a V JCA, they will not require an ESAt.
4. JCAs conducted prior to 1 July 2011 will remain valid unless the Participant has had a significant change in their circumstances and requires assessment.

The outcomes of the ESAt include:

* referral to Streams 1 to 3
* referral to Stream 4 (where multiple and/or complex Non-Vocational Barriers are identified)
* referral to DES-Disability Management Service or DES-Employment Support Service
* recommended referral to complimentary programmes such as anADE, State Government or community sector programme or activities, or
* the Participant is unable to benefit from employment service assistance.

## Eligibility for Disability Employment Services (DES)

Eligibility for DES is determined through an EESAt or a JCA, with the exception of Job in Jeopardy Assistance, Special Class Client and Eligible School Leaver Participants. The ESAt or JCA will also identify the most appropriate service—DES - Disability Management Service (DMS) or DES - Employment Support Service (ESS) for DES recommendations.

# Referral of Participants for an ESAt by DES Providers

A referral for an ESAt may be arranged by DES Providers, jobactive Providers for Stream Participants, or by Human Services.

DES Providers will refer a Participant for an ESAt when the Participant:

* is Directly Registered and is not in an ESAt/JCA exemption category and does not have a Valid ESAt or JCA, or
* discloses new information, or the DES Provider identifies new information, that significantly changes the Participant’s circumstances and cannot be addressed by their current Programme Services, and they require a Change of Circumstances Reassessment, or
* requires a DES Programme Review.

Where a current and valid ESAt or JCA does not exist, the requirement for a referral for an ESAt is indicated by the Department of Employment’s (Employment) Employment Services System (ESS) when the DES Provider Direct Registers a Participant or where a Participant requires a Programme Review.

Human Services arranges an ESAt referral when the Participant:

* registers
* re-registers, or
* discloses new information, or Human Services identifies new information, that indicates a significant changes in the Participant’s circumstances and cannot be addressed by their current Programme Services, and requires a Change of Circumstances Reassessment to assess their current needs.

When the ESAt is completed the DES Provider will see the details of the new Participant on their case load.

## DES Participant with a deferred referral from Human Services

Where a Participant has a deferred referral from Human Services, for example due to a temporary incapacity, and the recommended referral is no longer appropriate the DES Provider should conduct a Change of Circumstances Reassessment.

The referral for an ESAt must only be made after taking into account the factors identified above.

## Participants who Directly Register for assistance

A potential DES Participant may approach a DES Provider directly to seek employment services assistance. If the potential Participant does not have a Valid ESAt or JCA, or is not Directly Registering as a Job in Jeopardy Assistance, Special Class Client or Eligible School Leaver Participant, the DES Provider must refer the Participant for an ESAt to have their eligibility for Programme Services assessed.

## Change of Circumstances Reassessment

DES Participants can be referred for an ESAt by their DES Provider for a Change of Circumstances Reassessment in accordance with the requirements of Clause 102.1 of the Disability Employment Services Deed 2012-2015.

It is important that DES Providers review all available and relevant Participant information to determine if **the Participant’s** **circumstances are new or have changed significantly** and **cannot be addressed in their current service, before making a referral for an ESAt.**

A referral for an ESAt must be of genuine benefit to the Participant and should generally not be completed for the Participant if:

* they have a Valid Assessment
* their identified barriers will not/do not have a significant long-term impact on the Participant’s ability to work or participate in other activities, including DES
* their identified barriers are being actively addressed by the DES Provider or another provider of appropriate services (i.e. a State Government or community sector provider and/or Human Services)
* an ESAt referral is not likely to result in a change to the Participant’s Programme Services or their currently assessed work capacity—e.g. because there has not been a significant change in the Participant’s barriers or medical conditions or there is no medical evidence available —and the Participant will not benefit from further assessment, or
* they are expected to be exempt from Activity Test or participation requirements for an extended period) and is unlikely to benefit from further assessment while the exemption is current.

An ESAt or JCA report is considered Valid when:

* there has been no significant change in the Participant’s circumstances and the Participant’s previous Assessment, or the result of their last Programme Review, remains unaffected, taking into account the factors identified above.

## Programme Review

A DES Programme Review is conducted for each DES Participant (excluding Job in Jeopardy Assistance Participants) once they have received approximately 78 weeks of employment assistance.

The Programme Review is conducted by an Assessor, unless the Participant is participating in Employment or significant Education or Training, in which case it may be conducted by the DES Provider.

During the Programme Review a decision is made regarding whether the Participant would benefit from a further six months of assistance in DES (known as ‘Extended Employment Assistance’).

## Supporting medical evidence

When considering a referral for a Medical ESAt, the DES Provider must confirm that the Participant has appropriate medical evidence supporting their condition(s) before the Participant is referred. Where there is no medical evidence available to support a Participant’s identified condition, the DES Provider should assist the Participant to obtain relevant medical evidence before a referral for an ESAt is considered. This could include:

* talking to the Participant about what evidence they may already have,
* supporting the Participant to obtain new evidence where required, and
* liaising with the Participant to ensure that appropriate evidence has been given to Human Services before the ESAt is booked.

DES Providers should advise these Participants to provide new medical evidence to the Assessor and to present the evidence to Human Services. Where a referral for an ESAt is made and a medical condition(s) is self-reported by the Participant but no medical evidence is presented the Assessment could be cancelled or completed as a non-medical condition ESAt. Assessors are generally not required to suspend an Assessment to allow time for medical evidence to be presented by the Participant or for the Assessor to contact the Participant’s treating doctor to obtain the evidence.

Assessments conducted for Participants that disclose medical conditions without medical evidence are less effective and potentially unnecessary, and a waste of Human Services’ resources, e.g. under Social Security Law, reduced work capacity cannot be assigned without medical evidence.

Appropriate medical evidence can include:

* Centrelink [[3]](#footnote-3)Medical Certificate
* standard General Practitioner medical certificate
* specialist medical reports
* hospital/outpatient’s reports
* psychologist reports
* Special School reports
* x-rays and related reports
* psychometric test results
* prescription medication, and
* reports from community services (e.g. drug and alcohol support services).

The 'Verification of medical conditions' (SU684) form may be given to the Participant, to be completed by their treating doctor. It provides appropriate information where assessment of medical conditions is required for an ESAt. The form is available at: [Verification of medical condition(s) form (SU684).](http://www.humanservices.gov.au/customer/forms/su684)

Full medical reports such as the Medical Report for Assessor (SA433) are designed to assess eligibility for the DSP, and request more information than is required for most ESAt referrals. Please do not use full medical reports for ESAt referrals unless discussed beforehand with Human Services.

Medical evidence is generally not required for a Programme Review.

## Providing medical evidence to human services

Medical evidence can be faxed to the Human Services National Business Gateway on 1300 786 102.

Providers faxing medical evidence to the National Business Gateway must ensure that all documents:

* can be clearly read
* include the Participant’s name, address and Customer Reference Number, and
* are clearly identified as medical evidence for an ESAt.

Medical evidence faxed to the National Business Gateway will be checked for image quality before further action is taken. If the image is incomplete or not clear, Human Services may contact the sender to request it be resent before it is attached to the Participant’s record.

In limited circumstances, where it is not possible to fax information to Human Services, the positional email address (see below) may be used to send information to Assessment Services for attachment to the customer’s record.

| Employment Services Area | Positional Mailbox |
| --- | --- |
| QLD (excluding Gold Coast), NT & Kimberley | at.services.qld.nt@humanservices.gov.au |
| NSW (excluding Far West), including Gold Coast  | at.services.nsw.act@humanservices.gov.au |
| VIC & TAS | at.services.vic.tas@humanservices.gov.au |
| SA & Far Western NSW | at.services.sa@humanservices.gov.au |
| WA (excluding the Kimberley) | at.services.wa@humanservices.gov.au |

## ****Making the appointment****

**Details about how to book an ESAt appointment using the department’s IT system can be found in the Making an Employment Services Assessment (ESAt) Appointment/Referral - Supporting Document.**

**If the Participant has either displayed or threatened violent behaviour which may present a threat to an Assessor, the DES Provider must notify the Assessor of the circumstances prior to the scheduled ESAt appointment and refer to the Servicing Challenging Clients Advice for further information.**

## ****Escalation Procedures for Unavailability of ESAt appointments****

**When Providers are requesting a referral to Human Services for an ESAt and are unable to secure an appointment they should follow the steps outlined below.**

1. **Contact the local Human Services Assessment Services Manager (Human Services Manager) and request an appointment. The Human Services Manager will then facilitate the referral being made as soon as possible.**
2. **If contact is unable to be made with the Human Services Manager or the Human Services Manager is not immediately known, email the positional mailbox (see details in the Supporting Medical Evidence chapter in this document) and Human Services will forward your enquiry on for resolution. It is important that you provide details of the Participant, referral type, location, and date.**
3. **If within two business days no contact from Human Services has occurred, please raise the issue with your Department of Social Services State Contract Manager who will escalate the issue for action to the Human Services Assessment Services National Team.**
4. **Escalations to the Human Services Assessment Services National Team will be actioned within one business day.**

## ****Informing the Participant of the appointments****

Once the ESAt appointment has been made on Employment’s IT System the Participant must be given appropriate notification of the ESAt appointment details. The Participant must be advised:

* that the Assessment will involve an interview to determine their work capacity and the employment services assistance that they will need to help them gain work
* the date, time and venue for the ESAt—an appointment letter with the details is available when the referral is made in the department’s IT System
* the reason for the Assessment—for example, the Participant being referred has disclosed an addiction or a medical condition that is affecting their ability to participate in the activities listed in their Employment Pathways Plan
* of the importance of disclosing all barriers to employment, including disability or mental health issues, to ensure they receive the most appropriate assistance
* of the importance of taking relevant medical evidence to the ESAt appointment, if applicable, to ensure their medical conditions are taken into account when determining work capacity and therefore their participation requirements
* advise the Participant of the steps they can take to gather medical evidence
* that they may have a nominee, for example a mental health services provider, a family member, advocate, social worker or counsellor attend the assessment to assist them
* if they are Activity Tested or have participation requirements, that attending the ESAt appointment is compulsory and that non-attendance without a valid reason or not notifying the Assessor of their non-attendance may result in them not receiving Income Support Payments until they attend
* that they may be referred to a different service after the Assessment that better meets their needs
* of the requirement to contact the Assessor at least 24 hours before the appointment time if they cannot attend the ESAt appointment. Where this timeframe cannot be met the Participant should still contact the Assessor to advise that they cannot attend and the reason why.

## ****The consequences of not attending the appointment****

**If an Activity Tested Participant or a Volunteer does not attend an ESAt appointment they must attend the next scheduled appointment.**

**Failure to attend a second scheduled appointment without notifying the Assessor of a valid reason will result in a follow-up contact request from Human Services. Human Services will suspend the Participants Income Support Payment until the Participant contacts Human Services to reschedule a further appointment. Failure to attend this appointment without notifying the Assessor of a valid reason may result in cancellation of the Participants Income Support Payment.**

## ****Minimising unnecessary ESAt referrals****

DES Providers must minimise unnecessary referrals for ESAts. For example, if a Participant genuinely requires a Change of Circumstances Reassessment and their Programme Review is expected within six to eight weeks, the DES Provider should consider if a single referral for a Programme Review is appropriate.

## Cancelling an ESAt referral

An ESAt referral should only be cancelled if it was made in error. Cancelling an ESAt referral should not be used as an alternative to rescheduling an appointment. Where necessary, DES Providers should contact the Assessor to arrange rescheduling of a Participant’s appointment and advise the Participant of the new appointment.

## ****Monitoring progress of an ESAt****

Where the DES Provider has made a referral for an ESAt, the DES Provider can contact Human Services to discuss the progress of the Assessment.

In most circumstances ESAt reports are automatically finalised 28 days after submission. If the report is older than this, the DES Providers should contact the Participant’s local Human Services Service Centre for further advice—Human Services review and accepts submitted ESAt reports for income support purposes.

## Servicing a Participant while waiting for the outcome of an ESAt

Direct Registration of a new Participant—a newly Directly Registered Participant cannot be commenced in a DES Programme until their eligibility has been determined by an Assessor.

Participants already participating in DES—After the referral is made for an ESAt, the DES Provider must continue servicing the Participant while awaiting the outcome of the Assessment. The only exception is where the Participant has reached 78 weeks of Employment Assistance without an ESAt, in this circumstance the Participant should be Suspended until the ESAt Programme Review is completed.

# Submitting the ESAt Report

After the ESAt has been conducted the Assessor will submit a report on the Department of Employment’s Employment Services System (ESS). The ESAt report identifies the most suitable interventions for the Participant, their assessed work capacity in hour bandwidths and the employment service recommended for the Participant, where appropriate.

Submission of the ESAt report completes the Assessment process for DES Participants and enables Programme eligibility and the Funding Level (if applicable) to be determined. The receiving DES Provider is notified via the Noticeboard in ESS when the ESAt report has been submitted and of the Participant’s Programme eligibility.

Note: When the ESAt report is submitted, the Participant’s Participant Classification Instrument (JSCI) may be automatically updated with relevant information from the ESAt report including the Participant’s assessed work capacity in hour bandwidths, any permanent medical conditions and the impact of any personal factors that were identified at the ESAt.

## Action taken on ESAt Outcome

**Existing ESAt/JCA remains current and valid:**

If an ESAt was not required for the Participant because the existing ESAt/JCA is Valid, the DES Provider can recommence servicing the Participant.

**Unchanged servicing requirements:**

If the ESAt report identifies that the Participant’s Programme Services eligibility has not changed, the DES Provider must continue servicing the Participant in their current Programme.

**New Participant eligible for DES:**

Where the ESAt report identifies that a new Participant is eligible for Programme Services the DES Provider delivers, the DES Provider must Commence the Participant in the Programme Services in accordance with Referral and Commencement Guidelines.

**Change in DES Service (DES-DMS/DES-ESS):**

Where the ESAt report identifies that an existing Participant is eligible for the alternate DES service to the one they are currently Commenced in, the DES Provider must Commence the Participant in the recommended service in accordance with Referral and Commencement Guidelines.

**Report recommends ADE**

If the ESAt report recommends ADE the DES Provider must Exit the Participant in accordance with Exits Guidelines. Human Services will action the referral to ADE—End of process.

**Report recommends jobactive**

If the ESAt report recommends jobactive the Assessor will generally make the Referral for the Participant. Participants will be automatically Exited from DES when they Commence in jobactive.

**Participant unable to benefit in any Programme**

Where the ESAt recommended referral is that the Participant would not benefit from participation in any Programme the DES Provider must manually Exit the Participant and complete a Programme Summary in accordance with the Exits Guidelines.

**Participant unable to be immediately Commenced**

If the Participant is referred to another service but is unable to be immediately Commenced in that service they are not eligible to continue receiving DES Programme Services. The DES Provider must complete a Provider Exit in accordance with Exits Guidelines.

Participation in DES may be affected by the Participant’s Work Capacity as follows:

**Participant has Future Work Capacity of 0–7 hours per week:**

If the ESAt report identifies a future work capacity of 0–7 hours per week, the DES Provider must Exit the Participant in accordance with Exits Guidelines unless they are in employment—End of process.

**Participant has Temporary Reduced Work Capacity of 0–14 hours per week:**

If the ESAt report identifies a Temporary Reduced Work Capacity or a Partial Capacity to Work of 0–14 hours per week for an Activity Tested Participant, ESS will automatically ‘Suspend’ the Participant from their Period of Service. Activity Tested Participants who are Suspended may elect to Volunteer to participate in additional activities during the period of their Suspension, in which case they would become a Volunteer (Activity Tested) Participant.

DES Providers should contact Participants who are Suspended to discuss with them the option of volunteering.

The determination of a Participants work capacity is a fundamental element of the ESAt. Work capacity is expressed as bandwidths of hours per week including:

* 0–7 hours per week
* 8–14 hours per week
* 15–22 hours per week
* 23–29 hours per week, and
* 30+ hours per week.

**Note:** DSP recipients who have a Valid JCA2 that was conducted prior to 1 July 2011 may have their work capacity expressed as bandwidths of 0-7 or 8+ hours per week. The JCA will remain Valid unless the Participant has had a significant change in their circumstances and requires a new assessment.

## Request for review of an ESAt recommended referral (‘Disputed Assessment’)

Requests from DES Providers—DES Providers are expected to accept all referrals of eligible Participants. However, on rare occasions it may be necessary to ask for a review of an ESAt recommended referral for a Participant. This process should be completed within 28 days of the ESAt report being submitted on ESS. After that time the report will be finalised in the Department’s IT System (ESS Web) and no further changes to the report will be possible.

Where the DES Provider considers that the recommended Referral is not the appropriate service type to assist the Participant because new information has come to their attention that may influence the outcome of the ESAt or an error has been made, they should request a review from the relevant Assessor. DES Providers are required to give detailed reasons with supporting evidence to substantiate their position.

Where a DES Provider requests a review of an ESAt recommended referral for an existing DES Participant, the Provider must continue to provide services to the Participant until the outcome of the ESAt review is known and a referral to another service is made, if required.

If, after providing the reasons and supporting evidence, the Assessor agrees that the recommended referral is not appropriate, the Assessor will update the ESAt report to reflect the new service recommendation, contact the Participant to select a new employment service Provider and refer the Participant to the new service, where appropriate.

Where the Assessor does not agree to change their recommended Referral, the Assessor’s decision is final and the DES Provider must accept the recommended referral.

Requests from Participants—A Human Services customer can request a review of their income support or Activity Test determination through Human Services. If the Human Services customer is not satisfied with the outcome of the Human Service review, further appeals are available through the Social Security Appeals Tribunal (SSAT) and the Administrative Appeals Tribunal (AAT).

## Participants who are assessed with a Partial Capacity to Work or a Temporary Reduced Work Capacity

If a Participant has a current and future work capacity (work capacity in two years’ time from Assessment) of less than 30 hours per week they have a Partial Capacity to Work (PCW) and for Activity Tested Participant, their participation requirements are reduced in accordance with their work capacity.

Some Participants work capacity may be temporarily reduced due to a short term condition. These Participants have a Temporary Reduced Work Capacity (TRWC) which will end at a future date and their work capacity will be restored to its normal bandwidth which may be more or less than 30 hours per week.

## Providing copies of the ESAt/JCA Report

ESAt and JCA reports can be released to Participants except where they have been identified as containing information that may be prejudicial to their health. Typically, the report will include one of the following statements:

* This report does not contain any information, which if released to the client might be prejudicial to his/her health.
* This report does contain information, which if released to the client, might be prejudicial to his/her health.

Where the ESAt/JCA report identifies that it contains information that may be prejudicial to the Participant’s health, the information request should generally be directed to the department’s Freedom of Information (FOI) team for consideration under the FOI Act. This is because the FOI Act sets up a specific arrangement under which the Participant may obtain access to the record.

Please refer to the [*Providing Access to Records Advice*](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Guide%20to%20Providing%20Access%20to%20Records.pdf) on the Provider Portal for more information.

Please note that JCA reports obtained from Employment Services Providers will only contain information relevant to the Participant’s participation in employment services. These reports will not contain information used for DSP claims or reviews including the assessment against the Impairment Tables. If the Participant requests the full JCA report they should be directed to Human Services.

# Special Participant groups

## DSP Recipients

DSP recipients with no Activity Test or participation requirements may volunteer for employment services and can be subsequently referred to an ESAt. These Participants have the option at any point to withdraw from the process. If the DSP Volunteer decides not to undergo an ESAt they should inform their referring DES Provider that they no longer wish to volunteer for employment assistance.

# Disability Employment Services Flow Chart—Referral to an Employment Services Assessment



### Text Version of Flow Chart: Referral for an Employment Services Assessment

Step 1(a): The DES Provider directly registers a potential Participant and where required conducts JSCI. Go to Step 2.

Step 1(b): The Participant requires an ESAt Programme Review. Go to Step 3.

Step 1(c): The Participant requires an ESAt Change of Circumstances Reassessment. Go to Step 3.

Step 2: The DES Provider determines if referral for an ESAt is appropriate. Yes? Go to Step 3a. No? Go to Step 3b

Step 3a: New ESAt Required.

Step 3b: The DES Provider commences delivering DES services.

Step 4: The DES Provider refers the Participant for an ESAt.

Step 5: The DES Provider informs the Participant of the ESAt appointment.

Including:

* The purpose of the Assessment.
* That attendance at the ESAt is compulsory for Activity Tested Participants.
* Where appropriate, the requirement to bring relevant medical reports to the appointment.
* The date, time and venue of the Assessment.

Step 6: The Assessor conducts an ESAt and may also conduct a JSCI for Participants who disclose new information or do not currently have a JSCI.

The Assessor then submits the ESAt report. ESS Web automatically completes the ESAt process on submission of ESAt report. Information from the ESAt report including the Participant’s work capacity, impact of personal factors, support requirements, permanent medical conditions and recommended referral are automatically copied into the Participant’s JSCI.

For DES, the Participant’s Programme and funding level eligibility is confirmed. Information from the ESAt or JCA and the JSCI is used by the Funding Level Tool (along with additional information from Human Services) to determine the funding level for Participants in the Employment Support Service.

The ESAt report is made available to DES Providers in ESS Web to inform them on appropriate assistance for the Participant.

ESAt recommended referral is DES Programme Services, Go to Step 7.

ESAt recommended referral is other than DES, e.g. ADE Go to Step 8

Step 7: The Assessor returns the Participant to the receiving DES Provider. The DES Provider takes appropriate action based on the ESAt or JCA report.

Step 8: The Assessor refers the Participant to services other than DES. Note: Human Services will action the recommend referral after any periods of incapacity.

**Note**: This should not be read as a stand-alone document, please refer to the Disability Employment Services Deed 2012–2015.

## Disability Employment Services Deed 2012-2015 Clauses

*[Clause 83–Direct Registration of Participants without a Referral](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm%22%20%5Cl%20%22083)*

[*Clause 102–Change of Circumstances Reassessment during Period of Service*](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#102)

[*Clause 99–Programme Review*](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#099)

[*Annexure A–Definitions*](https://ecsn.gov.au/sites/SecureSitePortal/Documents/Current/Disability%20Employment%20Services%20Deed%202010%20-%202012%20Programs%20A%20and%20B.htm#AnnexA)

## Reference documents relevant to these Guidelines

Making an Employment Services Assessment (ESAt) Appointment/Referral - Supporting Document

1. When required to meet the Participant’s needs the ESAt may be conducted by video or telephone conference or file assessment. [↑](#footnote-ref-1)
2. Assessment refers to either an ESAt or JCA as applicable to employment services. [↑](#footnote-ref-2)
3. References to specific services and payments will remain as ‘Centrelink’ instead of Human Services. [↑](#footnote-ref-3)